GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:1215
ANSWERED ON:09.02.2017
Air India Scam of Flying Returns
Somaiya Dr. Kirit

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Ministry is aware about the scam of flying returns of Air India;

(b) if so, the details thereof;

(c) whether involvement of some Air India Staff have been found in this scam;

(d) if so, the action taken by the Ministry to probe the scam and bring the culprits to book and the present status of the probe; and

(e) the measures being taken by the Ministry so that this type of incident does not happen in future?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Shri Jayant Sinha)

(a) to (d): Air India (AI) is running a Frequent Flyer Programme (FFP) for its members called Flying Returns having 19.5 Lac members at present. On verification by AI, it has been noticed that certain user IDs were hacked to gain unauthorised access to FFP member accounts. Accordingly, FIR was lodged on 20.06.2016 with Cyber Crime Branch Cell (Economic Offences Wing) at Mandir Marg , New Delhi. The subject matter is under investigation.;

(e): All of the user IDs which were hacked have been deactivated. Further, under "Know Your Customer " campaign, started from 01.12.2015, all existing and new flying returns members have to go to AI"s website and upload relevant documents to substantiate their identity and are required to validate their "One time Password" triggered to their unique e-mail and mobile number during enrollment/ re-registration. All FFP award tickets and upgrades are issued by AI after receiving e-mail requests from FFP members from registered e-mail ID or call from registered mobile number.